

JOB DESCRIPTION

Position: **Hospitality Attendant**

Reporting Relationships: The Hospitality Attendant reports directly to the Manager Administration or Administrative Assistant

Summary:

The Hospitality Attendant is responsible for ensuring a pleasant and conducive work environment for Directors, all employees and visitors to the Corporation.

Duties & Accountabilities:

1) Greetings

- a) Always exhibits a professional attitude that is friendly, outgoing and willing to assist.
- b) Directs visitors to assigned offices/ meeting rooms in a professional and friendly manner.

2) Service

- a) Ensures meeting rooms are always prepared with the necessary refreshments and are thoroughly cleaned at all times for meetings.
- b) Offers visitors, Managers and Directors tea, coffee, water and other refreshments as applicable and remove when necessary.
- c) Assists in the preparation and serving of food and beverages, including snacks during meetings.
- d) Undertakes general kitchen and dining duties (washing up, setting up and clearing away of tables etc)

3) Clean and safe environment

- a) Always ensures that the Reception areas, kitchen areas and meeting rooms are clean and prepared for meetings/ visitors.
- b) Assists with cleaning/tidying of office areas as and when required by the Manager/Administrative Assistant in the Administration Department.

- c) Ensures that all dishes are washed and packed daily as well as ensures the cleaning of all counter tops/ cupboards.
- d) Periodically cleans refrigerators, kettles, microwaves etc.
- e) Ensures kitchen area is safe and clean from any hazards, with specific attention to the floors ensuring they are clean from spills of food or liquids.
- f) Provides a hygienic environment in assigned areas that is safe for all.
- g) Periodically checks offices and cubicles for office wares to be collected
- h) Washes all wares belonging to the Corporation

4) Managing Inventory of stocks

- a) Conducts a weekly check of all inventories for kitchen supplies and bathroom supplies.
- b) Submits a supply list to the Senior Administrative Officer of any shortage in required stocks.
- c) Ensures that the kitchen is supplied with dish washing soap and sponges, teas, Milo, coffees, milk, sugar and paper towels etc.
- d) Ensures that the bathrooms are supplied with hand soap, paper towels, toiletries, air fresheners etc.
- e) Keeps an inventory of office wares and cutlery.

5) Reports to the Manager Administration

- a) Reports any issues that may arise in the performance of duties.
- b) Reports any mal-function of equipment to perform duties.

6) Any other duties that may be required

- a) Answering of phones as may be necessary

Deliverables:

- Clean, hygienic and well stocked meeting rooms, kitchens, bathrooms and Reception areas.
- Timely and pleasant provision of refreshments when required by management.
- Replenishment of supplies in assigned areas.
- Daily upkeep of kitchen areas assigned.
- Inventory Management

Person Specification:

- Well spoken and articulate
- Sound interpersonal skills
- Ability to take direction in a professional manner
- Punctual and regular in attendance
- Well groomed
- Friendly Disposition

Qualifications and Experience:

- Evidence of having completed education at the secondary level
- Training in Hospitality Service
- Training in Customer Service will be an asset
- Minimum of 2 years' working experience as a Hospitality Attendant in a corporate environment.

October 2015